

The Financial Times of Indiana

Balanced budget news from the Office of Governor Frank O'Bannon

Monday, March 11, 2002

www.IN.gov/gov

The News in brief...

Since 1997, Governor O'Bannon has worked hard to improve Indiana's delivery of services, and the Internet has been one of his most effective tools in this effort. Some state services that once cost dollars to deliver now cost only cents because they are delivered online, saving time and money. E-government has enabled millions of Hoosiers to apply for jobs and services, renew licenses and get information **online** instead of **inline**—24/7. Now that the national recession has caused the state's revenues to decline dramatically, the cost-effectiveness of the Internet has become even more important. Some examples of how e-government is working for Hoosiers:

- The Department of Correction cut the time staff had to spend on the telephone by 65% when it posted offender information last year, saving about \$257,000 and enabling staff to do other essential duties.
- The Department of Workforce Development's CS3 system linked more than 80,000 Hoosiers to new jobs last year.
- Online and electronic tax filing services saved the Department of Revenue more than \$290,000 last year, increased the accuracy of the returns and decreased the time Hoosiers waited to get refunds.

[accessIndiana](http://www.IN.gov) was ranked the No. 1 state portal in a Brown University E-Government Study in 2001

The 411 on [accessIndiana](http://www.IN.gov)

Indiana's Web site (www.IN.gov) was developed without using taxpayer dollars, and is considered a model of what e-government should be. The site offers more than 180,000 pages of information. And 99 percent of it is available at no charge! The site averages about 12 million accesses each month. Visitors find the information they need in an instant from the comfort of their computers—at home, work, school or the library—rather than having to travel to a government office.

The Surf's Up in Indiana



[Renew your license plates](#)

More than 175,000 Hoosiers renewed their vehicle registrations online last year, saving paperwork and shortening lines at license branches across the state.

[Get hunting, trapping, and fishing licenses](#)

The Department of Natural Resources' new online service is a hit with anglers and hunters who can now quickly and easily get the documents they need, increasing the time they get to spend outdoors and cutting down their time in indoor lines.

[File your taxes](#)

Use the Department of Revenue's online or electronic filing options to file your taxes and get your refund faster.

[Search and update college grant and award information](#)

Most Indiana high schools use the State Student Assistance Commission's Web site to track students' financial aid eligibility.

[Conduct pre-employment background checks](#)

Enabling citizens to check the backgrounds of prospective employees online saves the Indiana State Police time and money.

[Get state forms](#)

The Commission on Public Records has recently tripled the number of state forms available online, reducing printing and mailing costs and making it easier for citizens to get the forms they need.

Tracking House Bill 1004

Tracking legislation before the General Assembly is easy with [accessIndiana](http://www.IN.gov). Users wanting up-to-the-minute information can get it free, or pay a fee to receive updates on bills every step of the way, including HB 1004, the bill that could provide a remedy for Indiana's budget crisis. As originally introduced, the bill would have balanced the budget. Senate changes removed budget provisions to the bill, which is now being discussed in conference committee.

Governor O'Bannon is working to return the bill to a form that 1.) Balances the budget so he can protect education and other important services from budget cuts and 2.) Restructures the state's taxes to protect homeowners and encourage business growth. Check out HB 1004 and other bills at www.IN.gov/legislative.